Regional Collaboration in Connecticut Creates Network for Success

Positive Stories / Lessons Learned from HPRP:
Community Success Story

HPRP Grantee:	State of Connecticut
CoC Name and Number:	N/A

Latest CoC Point-in-Time Count:

Total persons in ES:	2,358	Total persons in TH:	1,403
Total persons in Safe Haven:	0	Total unsheltered persons:	695
Total persons, sheltered and unsheltered:	4,456		

Before HPRP, housing and homelessness programs in the State of Connecticut operated completely independently, to the extent that programs in neighboring towns often didn't work together. This lack of coordination was reflected in the difficulties a person in need of housing services faced, from determining which program they were eligible for and which gave them the services they sought, to figuring out where to access that program and how to maintain assistance if they moved. The State used HPRP as the impetus to standardize access to housing services and cultivate regional networks that leveraged the depth of agencies' existing services.

Connecticut's Department of Social Services developed statewide HPRP screening, intake, and application tools, then divided Connecticut into five regions with one lead subgrantee each. 2-1-1 acted as the front door for HPRP and referred eligible persons to their region's lead subgrantee. The State required each subgrantee and all sub-subgrantees not only to use the statewide tools, but also to work with each other. Subgrantees submitted program implementation plans for the State's review that described how they intended to communicate and cooperate with all sub-subgrantees, housing and

social service providers, and towns in their region. In mandatory quarterly meetings, subgrantees reported on their progress with and challenges of implementation, and spent time learning from each other's best practices. Finally, written into each subgrantee contract was an HMIS data-sharing agreement. This last provision streamlined services by ensuring that all providers had instantaneous access to the most updated participant information, and prevented intake and service duplication.

Regional collaboration improved the use of resources throughout the State. Agencies in the same region now partner when applying for funding, and having learned of each other's service strengths during the referral process, often divide tasks when working with one funding source. The success of the statewide intake process led agencies to consider universal intake for all housing services, and discussions are underway as to its feasibility. The biggest impact of regional collaboration on the client level is the more efficient response to those with housing and homelessness resource needs. Service providers can quickly connect with households and better assist them in their journey to stable housing, and the communication channels and referral processes that allow this will be sustained after HPRP ends.

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